



**Mary Jordan - Master Coach  
Chartered Occupational Psychologist**

**Associated Fellow of the British Psychological Society (BPS), a Principal Member of the Association for Business Psychologists and a member of the BPS Special Group in Coaching Psychology and is the BPS North East Supervising Psychologist.**

Mary has worked in one to one development for over 25 years. A Chartered Occupational Psychologist concerned with senior leadership and management performance, she has worked closely with HR directors interested in the developing leaders to get results from others. An expert on changing leadership requirements, Mary is keen to work in partnership with HR professionals intent on driving up the leadership capability in organisations. As a psychologist, she is interested in how characteristics such as values, character, motives, style, and skills, underpin leadership effectiveness and believes that an understanding of self is critical to competence, but she is also convinced of the need to take into account the context in which a person has to work and how this impacts on what can be done quickly and what can be done over the long term. As well as facilitating an understanding of changing demands, she helps individuals to identify how they can achieve success in the light of their own strengths, style, motivation and experience, enabling them to find their own solutions through self insight, understanding of the challenges they face and thoughtful consideration of context.

**Experience**

A former manager, academic and applied psychologist Mary has coached for over 20 years at senior levels in private and public sector organisations. She has worked in the past with managers from Jaguar, Leyland-Daf, the Rover Group and Landrover. More recently in the North East with senior academic and administrative staff at Newcastle University, Northumbria University, Durham University, One North East, Convergys, Voicentric, Northumbria Police, Cummins, Ward Hadaway, North Tyneside Council, Newcastle City Council, and Newcastle Business School. She has designed assessment centres for the selection of managers for Tyne and Wear Fire Service, has led development programmes for the Probation Service, American Air Filters, Ringtons Teas, and Visit County Durham tourism team, to name but a few. She has coached HR directors, Chief Executives, Deans, Heads of Departments and Professors.

As a teaching coach she also helps design and deliver university post graduate qualifications in coaching and leadership. She has valuable expertise in Culture Change, Leadership Engagement, Driving Change, Leading Through Teams and Networks, Pre-Emptying Derailments and Strategic Decision Making, supported by in-depth experience of analysis of personal leadership strengths and styles and systematic study of the subject for over 10 years.

**Approach**

Her coaching style is empathetic and insightful but directed strongly towards leaders delivering effective performance in practice. She can make sense of background experiences in terms of the outlook and ideals that shape it and she understands the factors that underpin leadership competence. Coaching and development interventions are always designed uniquely round the individual, however they do focus on the core purpose of leadership and how attitudes and values impact on vision and delivery of service.

The coaching relationship is completely confidential and makes vital connections between personal leadership attributes and the organisational challenges managers face within their organisational context, offering clear value to both the individual and their team.